

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

ORGANIZATION EFFECTIVENESS SPECIALIST II

DEFINITION:

Under direction, to plan, conduct, and facilitate specific organization effectiveness and training programs throughout the City; and to perform related work.

DISTINGUISHING CHARACTERISTICS:

This is the fully experienced or journey-level class in the Organizational Effectiveness Specialist series. In a training capacity, positions classified at this level may be underfilled with an Administrative Trainee or Organizational Effectiveness Specialist I in accordance with the City's Career Advancement Program.

*** EXAMPLES OF DUTIES:**

- Designs, conducts, and facilitates a variety of workshops and training programs;
- Assists departments in identifying and implementing new programs and procedures;
- Designs and utilizes diagnostic surveys and other evaluation tools to design, implement and evaluate organizational improvements;
- Consults with departments on system-wide management and productivity changes;
- Conducts needs assessment surveys to determine employee attitudes and problems;
- Designs organization development or training programs to remedy specific problems;
- Designs and conducts surveys to assess citizen satisfaction with City services;
- Works with operating departments to develop solutions to departmental problems;
- Introduces new management and productivity concepts to City departments;
- Writes reports;
- Makes presentations before groups.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Announcement for updated minimum qualifications.

A Bachelor's degree or equivalent education (i.e., minimum completed units of 120 semester/180 quarter units); **AND** two years of professional experience as an internal or external consultant in developing and administering planned organization development programs designed to improve the efficiency and operational effectiveness of an organization. Qualifying experience must include experience in five or more of the following methods: survey methodology; work description and work measurement; program evaluation; team building; large systems intervention; conflict management; strategic planning; small group facilitation; development of organizational training programs; performance reporting systems; management development; or cost-benefit analysis. A Master's degree in Public Administration, Business Administration (Management), or a behavioral science may be substituted for a maximum of one year of the required experience.

- * **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.